USPS Report on PRC Rate and Service Inquiries for June 2014

The Postal Regulatory Commission referred **37** inquiries to the Postal Service in June. Customers received responses on average within **18** days.

Inquiries covered various topics that fell into three main categories:

☐ Delivery services (14) – i.e., the time of delivery, forwarding, and method of delivery.

☐ Customer services (15) – i.e., hours of service, availability of retail products, and product tracking.

☐ Policies/procedures (8) – i.e., general information, obtaining refunds or exchanging postage, and suggestions.

While many of the inquiries were customer specific, the following topic is highlighted for possible interest to a larger audience.

Applying for a U.S. Passport

FIND A POST OFFICE™
You can apply for a passport at Post Offices™ throughout the U.S. Many Post Offices will also take your passport photo for an additional fee. To locate a Post Office where you can apply for a passport or get a passport photo taken, please go to our Post Office Locator at **https://www.usps.com, then under "Quick Tools" select "Find USPS Locations"**. Once you are on the Post Office Locator web page, use the following steps:
1. Go to the drop down menu under "Locations" and select "Passport"
2. Enter your location by either typing in your City and State or your ZIP Code™
3. Select how far away from your location you want to search from the drop down menu
4. Click on the "Search" button
Note: To search for a Post Office where you can get your passport photo taken, click on the "Refine Search" field and then click on the "Passport Photos" box
You will see a list of Post Offices located within the distance you searched where you can apply for a passport. You will also see the following information for each Post Office:
- o Address
- o Passport Acceptance Hours
- o Whether you need an appointment or not
- o Phone number to call for additional information

BRING REQUIRED DOCUMENTS
There are a number of required documents that you must have in order to apply for a passport. These include:
1. Passport Application Form
2. Two forms of identification (with a copy of each) – One must prove citizenship and one must be a current I.D.
3. Passport Photo
To find our more information on these required documents, go to our Passport web page at **https://www.usps.com/shop/apply-for-a-passport.htm** or visit the U.S. Department of State website at **www.travel.state.gov**